

County of San Diego • Health and Human Services Agency
STRATEGY AGENDA 2009-2014



The lighthouse that helps keep us on course, and "sheds light" on our progress along the way

VISION

Safe, Healthy, Thriving
San Diego
Communities

MISSION

To make people's lives
safer, healthier and
self-sufficient by
managing essential
services

VALUES

Integrity & Accountability
Customer Service
Innovation
Flexibility
Results

KEY SERVICE AREAS

Assisting At-Risk and
Vulnerable People to be
Safe, Healthy and
Self-Sufficient &
Protecting the
Public's Health

For more information contact the
HHS Office of Strategy
Management at 619-685-2244.

For the County of San Diego
Strategic Plan, go to
[http://www.sdcounty.ca.gov/cao/
docs/stratplancomplete.pdf](http://www.sdcounty.ca.gov/cao/docs/stratplancomplete.pdf)

Mission Critical Services, Action Statements & Results Indicators*

PREVENTION *Provide prevention and early intervention services to maximize the health, safety and well-being of our community.*

1. Completion of recommended number of well-child and prenatal visits
2. Preparation of children and youth to transition to adulthood
3. Receipt of education and prevention services
4. The impact of chronic and acute diseases and spread of infectious disease

ACCESS *Provide outreach and links to services to help at-risk children, families and vulnerable adults lead safe and healthy lives, and become self-sufficient.*

5. Individuals provided assistance accessing services
6. Enrollment in medical, dental and behavioral health services
7. Average wait times to access services
8. Receipt of sustainable financial support by eligible individuals

PROTECTION *Provide services that protect children, families and vulnerable adults from dangerous conditions.*

9. Protection from abuse and neglect
10. Permanency and stability in living situations
11. Continued level and need for services

TREATMENT & CARE *Provide quality treatment and care to improve physical health, mental health, and reduce dependency on public resources.*

12. Status of well-being from in-take to re-assessment or discharge
13. Participation in employment, education and other productive activities

PREPAREDNESS & RESPONSE *Monitor, identify and respond to health-related events and behaviors, while preparing the community to react and recover from disasters.*

14. Response time for selected reportable diseases and newly emerging public health threats
15. Readiness to respond and mobilize in a disaster

COMMUNICATION *Ensure timely and accurate communication of risks to improve overall community health and well-being.*

16. Timeliness and strategic dissemination to selected populations
17. Impact on awareness and/or behavior as a result of education or health promotion efforts

OPERATIONAL EXCELLENCE *For excellence in public services, HHS must be a dynamic agency that is fiscally stable, responsive to customers and nurtures a workforce that is skilled, diverse and engaged. To accomplish these goals, the Agency adheres to the following disciplines:*

- **FISCAL STABILITY:** Ensure fiscal responsibility and integrity by living within our means and maximizing external revenue streams.
- **CUSTOMER SERVICE:** Provide customer-focused and culturally competent services timely and accurately.
- **LEADERSHIP:** Deepen partnerships and create opportunities between communities and government.
- **WORKFORCE EXCELLENCE:** Develop a talented, diverse, engaged, and satisfied workforce by encouraging employees to reach their full potential.
- **ESSENTIAL INFRASTRUCTURE:** Identify and address critical infrastructure needs and practice environmental responsibility.
- **INFORMATION MANAGEMENT:** Organize, access and analyze data for operational effectiveness and efficiency.
- **ACCOUNTABILITY & TRANSPARENCY:** Conduct County business as openly as possible, resulting in the ethical use of public funds.
- **CONTINUOUS IMPROVEMENT:** Maximize efficiency and effectiveness of services through innovation and continuous improvement.